

WHAT IS CLAIMED IS:

1. A method for providing an interactive voice response service, the method comprising the steps of:
 creating a pool of audio prompts;
 subdividing the pool into segments;
 generating code to randomly select prompts from one of the segments;
 sending the generated code to a VoiceXML interpreter.

2. A method for providing an interactive voice response service, the method comprising the steps of:
 creating a pool of audio prompts;
 subdividing the pool into segments, where each segment has includes a shuffled sequence of audio prompts;
 generating code to sequentially select prompts from one of the segments;
 sending the generated code to a VoiceXML interpreter.

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